



# ALLIED CARE EXPERTS (ACE) MEDICAL CENTER - CAGAYAN DE ORO, INC.

Pimentel Street, Sta. Cruz Lapasan, Cagayan de Oro City, Philippines, 9000

## EMPLOYEE CODE OF CONDUCT

### **Statement:**

ACE MEDICAL CENTER-CDO INC. reserves its right to establish, amend, add, and revise these rules and regulations affecting the conduct of all its employees to ensure the smooth and peaceful operating of its business. ACE MEDICAL CENTER-CDO INC. further enjoins and expects its employee to observe proper conduct even outside the premises of the ACE MEDICAL CENTER-CDO INC. so as not to prejudice and undermine its reputation, standing, and goodwill in the community.

### **Scope:**

These Employee Code of Conduct covers all employees of ACE MEDICAL CENTER-CDO INC., regardless of rank, status and tenure.

### **Objectives:**

- To regulate the conduct of its employee for the advancement of ACE MEDICAL CENTER-CDO INC. Goals and Purpose.
- To develop acceptable standards of behavior and performance to promote a harmonious relationship between Management and employees, and among employees.
- To develop awareness and understanding of prescribe rules and regulations to ensure compliance and to prevent infractions thereof.

### **Guidelines:**

- The Human Resource Department (HRD) or Administration Department shall be responsible for the following:
  - 4.1.1 Briefing and orientation of new employees on the existing rules and regulations of the ACE MEDICAL CENTER-CDO INC.
  - 4.1.2 Dissemination to all employees concerned of all revisions and/or additions to existing policies, rules and regulations;
  - 4.1.3 Providing assistance to department, section/unit heads and immediate Supervisors in the interpretation and implementation of these regulations; and
  - 4.1.4 Initiating the periodic review of existing rules and regulations as often as necessary based from feedbacks of section/unit heads, immediate supervisors and owner.
  - 4.1.5 The primary responsibility for the implementation and enforcement of the Employee Code of Conduct rests upon all section/unit heads, immediate superiors and owner. Penalties for the infraction or violation of the Employee Code of Conduct shall be on a progressive basis.
  - 4.1.6 The commission of serious offenses as defined hereunder shall be immediately brought to the attention of the HRD/Administrator or Owner.

## **Specific Guidelines:**

### 5.1 Classifications of Offenses:

#### **A. MINOR OFFENSE (Verbal to Written Warning)**

Acts of simple negligence without any malicious intent, and which do not result any serious inconvenience, loss or damage either to another person or to ACE MEDICAL CENTER-CDO INC.

#### **B. MODERATE OFFENSE (S03 TO S07)**

Are those that imply habitual disregard of establish norms and practices of ACE MEDICAL CENTER-CDO INC, which do not result to serious damages and losses on the part of the hospital. Included herein are repeated violations within a relative short period of the time of what otherwise would be minor offenses leads to suspension from work without pay for three (3) to seven (7) days.

#### **C. SERIOUS OFFENSE (S15-D)**

Are acts characterized by willful and grave misconduct, gross negligence, gross violation of the prescribes rules and regulations, breach of trust and confidence, acts involving moral turpitude, dishonesty and immorality. It also involves matters that are generally regarded as of substantial interest (e.g. money, confidential information, company secrets, etc.); or results in serious financial loss or administrative or operational difficulty or corporate embarrassment to ACE MEDICAL CENTER-CDO INC.

#### **D. GRAVE OFFENSES**

Gravely undermines duly constituted authorities. Grave offense result to dismissal for cause.

### **TABLE OF OFFENSE AND PENALTY**

These Employee Code of Conduct is not all-inclusive. There may be other offenses not explicitly contained herein but which are clearly prejudicial and detrimental to the welfare or interest of ACE MEDICAL CENTER-CDO INC. The **ACE MEDICAL CENTER-CDO INC.** reserves the right to impose sanctions or penalties as may be warranted by the circumstances of each case.

The penalties indicated for each particular offense in the Employee Code of Conduct shall be strictly applied to ensure that disciplinary actions taken are fair and appropriately provided, however, that due to the nature and the gravity of the offense charges or infractions committed, the hospital may impose a more severe penalty if warranted.

**Legend:**

- A. Minor Offense**
- B. Moderate Offense**
- C. Serious Offense**
- D. Grave Offense**

- V.W. (Verbal Warning) and Written Warning**
- S03-S07 days**
- S015-S030 days**
- Dismissal from Employment**

**Article I. Offense against Attendance and Productivity**

Ref. No.	Offense	Offense Classification	1st	2nd	3rd	4th	5th	6th
1	Absence Without Official Leave (AWOL) in 30 – day period (use payroll cut offs as reference) <ul style="list-style-type: none"> <li>• 1-2 days, consecutive or not</li> <li>• 3-4 days, consecutive or not</li> <li>• 5-14 days, consecutive or not</li> </ul>	A B C	Verbal Written S015	Written S03 D	S03 S07	S07 S015	S015 D	D
2	Failure to return to work on appointment time following completion of a disciplinary suspension, or unauthorized extension of a leave of absence, which constitutes AWOL	C	S015	S030	D			
3	Incurring AWOL of 15 or more consecutive days which shall be construed as abandonment of job	D	D					
4	Absence without prior written permission on the working day before and / or after a non-working holiday without justifiable cause or reason	<b>Apply appropriate sanction same as in Art. I whichever is applicable based on the days absent.</b>						
5	Unauthorized or unexcused under time	A	Verbal	Written	S03	S07	S15	D
6	Two (2) times tardy in one month or incurring 15 minutes late within a calendar month, whichever comes first	A	Verbal	Written	S03	S07	S15	D
7	Loafing while on duty; loitering or wandering around, or spending time away from job without prior authorization from superiors.	B	Written	S03	S07	S015	D	
8	Leaving the work area without permission from, notification to or knowledge of superior, without being properly relieved.	B	Written	S03	S07	S015	D	

9	Malingering or pretending to be sick when actually not	B	Written	S03	S07	S015	D	
10	Exchange of schedule (shift and/or day off) without written permission from immediate superior unless emergency.	B	Written	S03	S07	S015	D	
11	Wasting of time which includes gossiping, playing around with other employee, extending break period, making prolonged frequent personal phone calls, entertaining personal visitors during an employee's working hours, abusive use of computers (all computer usage that are not work related are prohibited)	B	Written	S03	S07	S015	D	
12	Failure to notify the immediate superior of absence of (4) hours if emergency before the schedule duty.	B	Written	S03	S07	S015	D	
13	Absence without prior written approval before or after a schedule day off, or before or after a non-working holiday without justifiable cause/reason.	B	Written	S03	S07	S015	D	
14	Unauthorized absence from duty when schedule to report on special or regular holidays.	B	Written	S03	S07	S015	D	
15	Failure to follow break time schedule as arrange by the head or, failure to attend to work on time after having taken break, either taking early or extending break period.	C	S07	S015	D			
16	Sleeping while on duty	C	S07	S015	D			
17	Failure to electronically log in or log out, or incurring erroneous log in or log out for two (2) times within two (2) payroll periods.	A	Verbal	Written	S03	S07	S015	D
18	Using time, material, or other property to do unauthorized or personal work.	B	Written	S03	S07	S015	D	
19	Failure to accurately transcribe the doctor's order.	C	S07	S10	S015	D		

**Article II. Insubordination**

Ref. No.	Offense	Offense Classification						
			1st	2nd	3rd	4th	5th	6th
1	Refusal to follow work, lawful or official orders of instructions, rules and regulations without any valid reason or cause.	C	S015	D				
2	Revising or creating standards operation procedures without written approval from authority or Management resulting in damages.	C	S015	D				
3	Coaxing or influencing fellow workers to commit any acts of insubordination.	C	S015	D				
4	Failure to report for overtime work after signifying agreement to do so.	B	Written	S03	S05	S015	D	
5	Non-wearing of ID and/or prescribed uniform upon entry or while on duty.	A	Verbal	Written	S03	S05	S015	D
6	Failure to attend scheduled meetings conference or during company mandated gatherings, programs, emergency briefings or any other meeting that is scheduled without justifiable reason.	B	Written	S03	S05	S15	D	
7	Act of tolerance or any assistance to commit dishonest or fraudulent act which may be classified as connivance to fraud the company.	D	D					

**Article III: Negligence**

Ref. No.	Offense	Offense Classification						
			1st	2nd	3rd	4th	5th	6th
1	Gross and habitual neglect of duties	D	D					
2	Failure of a superior to disseminate work instructions, procedures, policies, memoranda to its staff.							
	2.1. Without damage to property	B	Written	S03	S05	S15	D	
	2.2. With damage to property	C	S015	D				
3	Loss or destruction of company property or spoilage of materials due to negligence upon the discretion of the immediate supervisor/head, and the management.	C	S015	D				

4	Gross negligence in complying with procedural requirements of the safety, security, housekeeping, sanitation, and other company policies and procedures.	C	S015	D				
5	Failure by the employee to meet the performance standards set by the company as communicated to the employee upon his/her engagement or hiring during employment in spite of reminders and reprimands by superior.	C	S015	D				
6	Unsatisfactory job performance including inefficiency, repetitive mistakes, and/or failure to meet reasonable expected outputs or minimum standards of performance (for two successive performance reviews)	D	D					
7	Cash shortages on the part of the Cashier. (upon discretion by the Management)	C	S015	S030	D			

**Article IV: Against Honesty, Integrity and Morale**

Ref. No.	Offense	Offense Classification	1st	2nd	3rd	4th	5th	6th
1	Commission or omission of an act that provides reasonable ground or basis so that employee is no longer reliable, trustworthy or that his. Her integrity or sense of responsibility is no longer acceptable.	D	D					
2	Altering, attempting to alter or requesting an employee to alter the former's own time record/s or other employees, or any action or undertaking that would result in time fraud.	D	D					
3	Deliberate acts of misinterpretation or fraud, concealment, falsification, withholding, exaggeration of any fact asked of or required in connection with one's employment.	D	D					
4	Dishonesty, falsification of documents, personnel or any records.	D	D					

5	Stealing, attempting to steal, pilfer or attempting to pilfer any company property and/or belonging of co-worker (s) or customers, or conniving with or acts as accessory to the crime regardless of nature, amount, value or quantity.	D	D					
6	Misappropriation or malversation of company funds and property/ies of the hospital.	D	D					
7	Failure to surrender to Management any item or article of value found within premises.	C	S015	D				
8	Taking out of any article or property belonging to the company without authorization with no intent to steal.	C	S015	D				
9	Failure to report knowledge of or being an accomplice to persons violating company rules, regulations and/or work procedures, or failure to report any knowledge of any irregularity in the company.	C	S015	D				
10	Unauthorized entry into restricted areas or into areas that are off limits to employees.	C	S015	D				
11	Any act or form of dishonesty	C	S015	D				
12	Deliberate substitution of company materials, supplies, tools and/or equipment with inferior quality.	D	D					
13	Falsification or tampering of documents.	D	D					
14	Fraudulent withdrawal, acquisition or release to other person of company funds or property, including obtaining materials/property, by means of fraudulent ordering.	D	D					
15	Encouraging, coercing, offering, soliciting or accepting favors, money or anything of value in exchange for a job of any favorable condition.	D	D					

16	Favoring or conniving with suppliers, creditors, clients, fellow employees, or others in consideration of kickbacks or personal rebates involving any transaction	D	D					
17	Delayed deposit of company collections	C	S015	D				
18	Replacement of cash collections by check	D	D					
19	Unauthorized withdrawal form or use of cash collections	D	D					
20	Failure to report destruction or of a known defect or damage of a company property or equipment to immediate superior	C	S015	D				
21	Selling or acting as an agent in selling medicines or supplies to patients.	C	S015	D				

**Article V: Against Company Interest, Persons and Properties, Conflict of Interest**

Ref. No.	Offense	Offense Classification						
			1st	2nd	3rd	4th	5th	6th
1	Throwing away supplies and/or equipment without the written approval by Management which resulted to loss of company property	C	S015	D				
2	Unauthorized stoppage of work or walk-out	D	D					
3	Engaging in business directly in conflict with company business	C	S015	D				
4	Release or disclosing confidential documents, data, trade secrets or classified information to any unauthorized person including company recipes	D	D					
5	Marking or spreading malicious statement concerning the company, employees and company services.	C	S015	D				
6	Resorting to social media to air out any work-related concerns	C	S015	D				
7	Sabotage or deliberately causing loss of or damage to company property.	D	D					
8	Unauthorized use of company materials, supplies, equipment, time or property for personal gain.	D	D					



9	Engaging in gambling, betting or soliciting bets or lottery or participating in any game of chance inside company premises during or outside employee's working hours	D	D					
10	Posting or distributing notices, signs, posters, brochures, or any printed materials on bulletin boards or within company premises, or altering/removing approved notices, signs of memoranda from bulletin boards without permission from company authorities.	C	S015	D				
11	Instigating verbal or physical fight inside company premises.	C	S015	D				
12	Engaging in fight with or without resulting to injury or damage of property or disruption of work inside the company premises.	D	D					
13	Improper conduct and discourtesy or disrespect or showing disruptive or rude behavior towards officials, customers and contacts while on duty.	C	S015	D				
14	Assault upon or threat against the person of a superior or uttering or writing vile or provocative or intimidating language to any employee or person inside or outside the company.	D	D					
15	Accepting tips or bribes whether money or anything of value entering into unauthorized arrangement with suppliers, customers and/or other third party who has dealings or pending transactions with the company.	D	D					
16	Unauthorized solicitations using the name of the company.	D	D					
17	Borrowing money from customers or suppliers.	D	D					
18	Refusal to cooperate or evades in the investigation of fraud cases when having knowledge of such, in order to shed light to the case.	D	D					

19	Any acts of violence including any form of verbal abuse, intimidation, threat to the person of superiors or management personnel, and those that have or have not inflicted physical, psychological or moral injury to person or employee.	D	D					
20	Making proposals, malicious acts, verbal or sexual assault to any co-worker which constitutes violation of the Anti-Sexual Harassment Law of the Philippines, RA No. 7877	D	D					
21	Committing/doing any acts of lasciviousness or public display of affection (e.g. necking, petting, kissing, etc.) within company premises during or outside the employee's working hours or during company sponsored activities, or willful display of pornographic materials, within company premises.	D	D					
22	Smoking within company premises or smoking during employee's working hours.	C	S015	D				
23	Unauthorized issuances of certificate of employment.	C	S015	D				
24	Acts of immorality which tend to put the hospital's name in disrepute, maintaining adulterous relationship despite the written warning, public scandal.	C	S015	D				
25	Induced or Criminal Abortion	C	S015	D				
26	Meeting and receiving phone calls for personal gain; share a load using the company phone.	C	S015	D				
27	Vandalism on Hospital Properties.	C	S015	D				

**Article VI: Against Security, Safety & Health**

Ref. No.	Offense	Offense Classification	1st	2nd	3rd	4th	5th	6th
			1	Failure to report loss of company property under your care within twenty-four (24) hours from discovery of loss.	C	S015	D	

2	Failure to wear company ID when reporting for duty (No ID, No Entry Policy)	A	Verbal	Written	S03	S07	S015	
3	Lending of one's company ID card for prescribed uniform to another person in order to gain entry into company or restricted areas within the company.	D	D					
4	Unauthorized permitting/assisting any person to enter and/or have access to confidential company records, documents, files, restricted areas, etc.	D	D					
5	Entering the company premises or reporting for work under the influence of alcohol (beer included) or prohibited drugs.	D	D					
6	Bringing, possessing, using, buying, selling, or distributing or peddling narcotics or prohibited drugs. <b>Note: It is for everyone's safety that all employees should be drug free, within or outside the company premises.</b>	D	D					
7	Concealment or unauthorized bringing in or possessing of firearms, explosives or any deadly weapon inside ACE Medical Center-CDO premises and during company sponsored activities.	D	D					
8	Refusal to submit to guard's inspection (e.g. body frisking, bag inspection)	C	S015	D				
9	Refusal or failure to comply with infection control policies and procedures.	C	S015	D				
10	Willful violation of safety warning signs posted in the general working areas.	C	S015	D				
11	Unauthorized and/or unnecessary use of removal of equipment such as fire protection and safety equipment from designated areas, tampering or misuse of fire protection equipment as well as removal of stickers affixed to company property.	C	S015	D				
12	Concealing communicable or contagious disease.	C	S015	D				
13	Failure to clean working areas before and after work.	A	Verbal	Written	S03	S07	S015	D

14	Violation of established health, safety, housekeeping and sanitation rules, thereby creating unhealthy, unsafe, and /or unsanitary practices or conditions in areas, such as but not limited to toilets, canteen and all other areas within company premises such as spitting on the floor, sticking chewing gum on the walls or any company property, etc.	C	S015	D				
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**Article VII: Against Information Technology**

Ref. No.	Offense	Offense Classification	1st	2nd	3rd	4th	5th	6th
1	Downloading, transferring, or accessing a computer or network games and other similar applications, or opening unauthorized websites, e.g. pornographic websites, others.	C	S015	D				
2	Hacking	D	D					
3	Installing software without written approval by the Management	D	D					
4	Misuse or abuse of company network or computer for personal and other non-work-related purposes.	C	S015	D				
5	Allowing the use of another employee not authorized to use one's assigned user number, access code or password.	C	S015	D				

**AMENDMENTS:**

Other violations that are not listed herein but which directly affect the interest of ACE MEDICAL CENTER-CDO and its employees and customers will be dealt with by Management on a case to case basis. Due process will be conducted in accordance with Philippine Labor Laws and company policy, rules and regulations.

Any acts analogous to the offenses enumerated in this Employee Code of Conduct shall be subject to penalty as determined by Management.

ACE MEDICAL CENTER-CDO, reserves the right to determine the classification of an offense. An offense may be classified under one or more heading or categories.

Management may at its own initiative, add to, delete from or revise any portion of these Employee Code of Conduct as may be deemed necessary. Such changes, if any, will be issued in the form of memorandum to be posted on the bulletin boards and copies furnished to the respective employees. The coverage and effective date of any amendment will be specified in said memorandum. It is the duty of the employee to keep abreast with and understanding all these amendments.

I have fully understood and will abide by the provisions of the Code of Conduct of Allied Care Experts (ACE) Medical Center - Cagayan de Oro, Inc., and willfully affix my signature below.

Signed by:

\_\_\_\_\_  
Employee's Name/Date

Witnessed by:

\_\_\_\_\_  
Human Resource Staff/Date

Noted by:

\_\_\_\_\_  
Human Resource Officer/Date